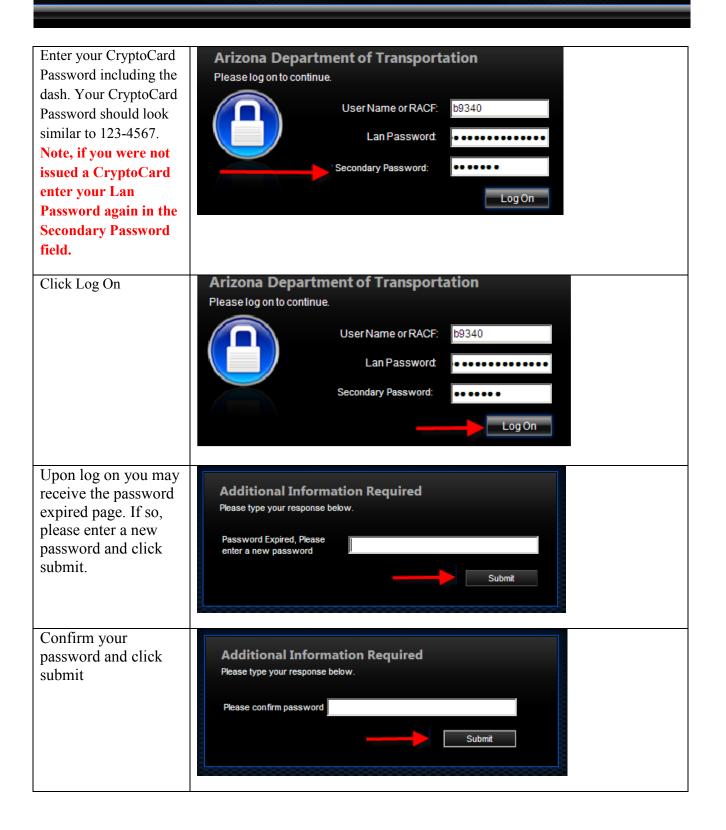
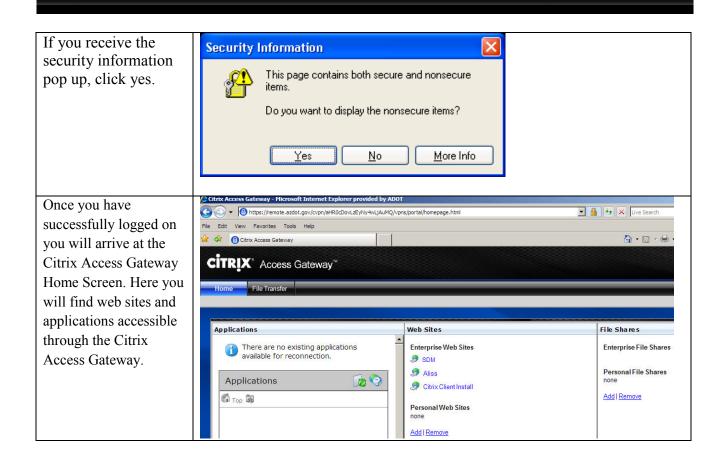
Citrix (SSL) Access Gateway End User Documentation

This document details the steps required to remotely access internal ADOT web sites and applications through the Citrix Access Gateway.

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Citrix Access Gateway Internet Connection Process The Internet connection process pertains to users connecting from any internet connection not on the ADOT network or Branch Office Tunnel. Open your Internet Browser and go to CİTRİX" Access Gateway" http://remote.azdot.gov Enter your user name or **Arizona Department of Transportation** RACF ID Please log on to continue. User Name or RACF: b9340 Lan Password Secondary Password: Enter your LAN **Arizona Department of Transportation** Password Please log on to continue. User Name or RACF: b9340 Lan Password: Secondary Password: Log On



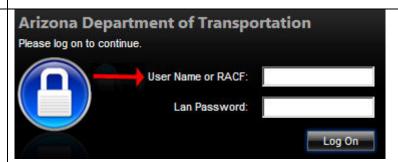


Citrix Access Gateway Extranet Connection Process The Extranet connection process pertains to users connecting from any partner site on a Branch Office Tunnel or internal ADOT network.

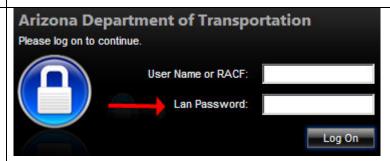
Open your Internet Browser and go to http://extranet.azdot.gov



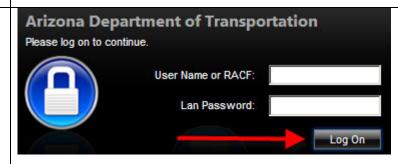
Enter your user name or RACF ID

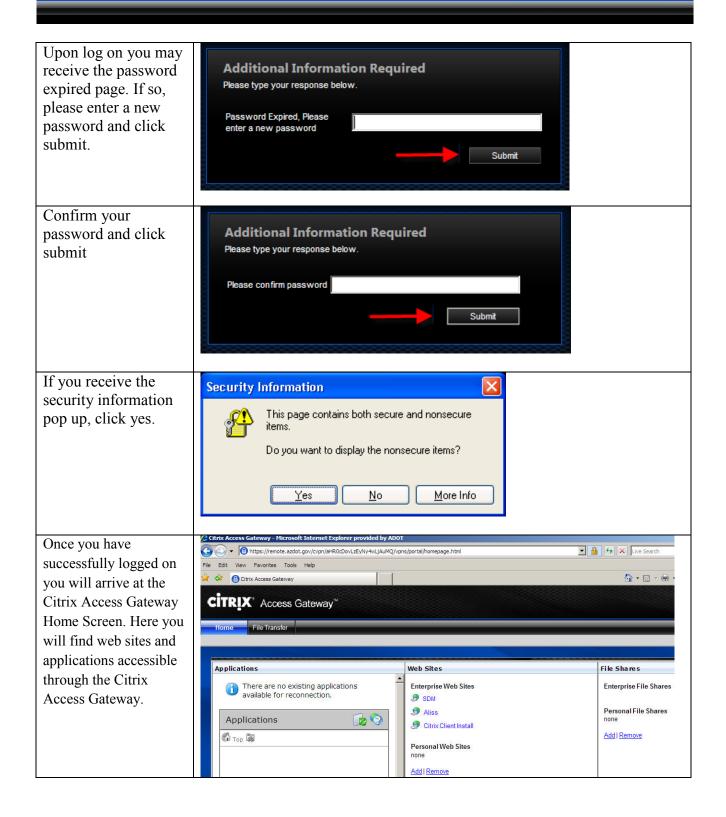


Enter your LAN Password



Click Log On





Home Screen

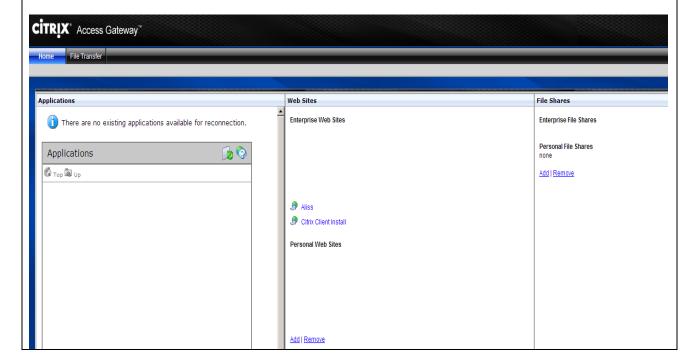
The Home Screen contains 3 columns and 2 tabs.

Columns:

- Applications If you have access to any published applications they will show up under the Applications column.
- Web Sites All web sites setup on the Citrix Access Gateway will appear under the Web Sites column.
- o File Shares The File Shares column is not used at this time.

Tabs:

- o Home Applications and websites are accessed from the Home tab.
- o File Transfer The File Transfer tab is not used at this time.



Frequently Asked Questions (FAQ)

Error: The credentials you typed are incorrect. Please try again or contact you help desk or system administrator.

This error means one or more of the following is incorrect: Username or RACF, Lan Password or Secondary Password.

Make sure if you have been issued a CryptoCard you are using it in the secondary password field.

If you have been issued a CryptoCard you are required to use it at the Internet log on screen.

You will receive the challenge prompt if you leave the CryptoCard password field blank or if your CryptoCard is out of Sync.

File Transfer Tab
File Share Column

Arizona Department of Transportation
Please log on to continue.

User Name or RACF:

Lan Password:

Secondary Password:

Log On

The credentials you typed are incorrect. Please try again or contact your help desk or system administrator.

Hitps://remote.adot.gov/cg/login

File Edit View Favorites Tools Help

☐ CITRIX Access Gateway

Additional Information Required
Please type your response below.

Challenge: 43813269 Enter
Response:

Submit

Citrix Client Install You don't need to install the Citrix client to access items under the Web Sites column. To access items under the Application column the Citrix client will need to be installed. If you receive an error similar to the following screen shot when trying to Error when trying to export a report Internet Options probably need to be adjusted. Export a report. Internet Explorer was not able to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later OK To correct this error open Internet Options from within your internet browser. Make sure "Do not save encrypted pages to disk" is not checked. If it is checked you need to uncheck it. General | Security | Privacy | Content | Connections | Programs | Advanced | Allow active content from CDs to run on My Computer* Allow active content to run in files on My Computer* Allow software to run or install even if the signature is inv □ Allow software to run or install even it the signe ○ Check for publisher's certificate revocation* ○ Check for server certificate revocation* ○ Check for signatures on downloaded programs ○ Do not save encrypted pages to disk. ○ Empty Temporary Internet Files folder when br ○ Emble Integrated Windows Authentication* Flande Integrate Who was Audienticated Flande native XMLHTTP support Phishing Filter Disable Phishing Filter Turn off automatic website checking Reset Internet Explorer settings Deletes all temporary You should only use this if your browser is in an unusable state.

